

WHAT IS CLAIMED IS:

1. A method for contacting a user, comprising:
receiving online session data;
5 processing the online session data to identify users to call; and
calling the users.
2. The method of claim 1, wherein the online session data identifies a user that has completed an Internet session.
3. The method of claim 1, wherein the online session data includes a phone number.
- 10 4. The method of claim 1, wherein the online session data includes a phone number and an address.
5. The method of claim 1, wherein the online session data indicates the time an Internet session was completed.
6. The method of claim 1, wherein the step of processing comprises a determination
15 of the time interval since an Internet session was completed.
7. The method of claim 1, wherein the step of processing comprises comparing the session data to data of failed calls.
8. The method of claim 7, wherein the failed calls comprise one or more of busy calls or unanswered calls.
- 20 9. The method of claim 1, wherein the session data is received by a telemarketer from an Internet Service Provider (ISP).
10. A method of identifying users to a caller, comprising
detecting the end of an online session of a user;

storing a record of the online session; and

transmitting the record to a caller.

11. The method of claim 10, wherein the method is performed by an Internet Service
Provider (ISP), and wherein the caller is a third party other than the ISP and other than the
5 user.

12. The method of claim 11, wherein the caller is a telemarketer.

13. The method of claim 10, wherein the step of transmitting is performed in
substantially real time relative to the step of storing.

14. The method of claim 10, wherein the step of transmitting is performed within
10 fifteen minutes of the step of detecting.

15. The method of claim 10, wherein the record includes a phone number of the user.

16. The method of claim 10, wherein the record includes a phone number and an
address of the user.

17. The method of claim 10, wherein the record includes the time the online session
15 ended.

18. A method for contacting users, comprising:

placing calls to users;

storing call details for calls not successfully completed;

comparing the call details to online session data; and

20 repeating phone calls to users based on the step of comparing.

19. The method of claim 18, wherein the call details include phone numbers.

20. The method of claim 18, wherein the call details include an indication of
unanswered calls or busy calls.

21. The method of claim 18, further comprising the step of receiving the call details from a telephone service provider.
22. The method of claim 21, wherein the telephone service provider stores the call details based on a trigger at a Service Switching Point (SSP).
- 5 23. The method of claim 22, wherein the trigger is based on the detection of an unanswered call or the detection of a busy call.
24. The method of claim 18, wherein the online session data is provided by an Internet Service Provider (ISP).
25. The method of claim 18, wherein the online session data identifies users whose
10 online sessions have been completed.
26. The method of claim 25, wherein the identification includes a phone number and the end time of an online session.
27. The method of claim 18, wherein the step of comparing comprises comparing phone numbers in the call details to phone numbers in the online session data.
- 15 28. The method of claim 18, wherein the step of comparing comprises determining the time interval since an online session was completed.
29. The method of claim 18, wherein the step of repeating is automated.
30. A system for contacting users, comprising:
means for receiving online session data;
20 means for processing the online session data to identify users to call; and
means for calling the users.
31. The system of claim 30, wherein the means for receiving online session data comprises means for communicating with an Internet Service Provider (ISP).

32. The system of claim 31, wherein the means for communicating comprises access to e-mail containing the online session data.
33. The system of claim 31, wherein the means for communicating comprises access to a Web site containing the online session data.
- 5 34. The system of claim 31, wherein the means for communicating comprises a facsimile connection to a file containing the online session data.
35. The system of claim 31, wherein the means for communicating comprises a direction connection for receiving a file containing the online session data.
36. The system of claim 31, wherein the means for processing comprises a computer
10 adapted to determine a time interval since an Internet session was completed.
37. The system of claim 31, wherein the means for processing comprises a computer adapted to compare the online session data to data of failed calls.
38. The system of claim 31, wherein the means for calling comprises a telephone.
39. The system of claim 31, wherein the means for calling comprises automated dialing
15 software.
40. A system for identifying users to a caller, comprising:
means for detecting the end of an online session of a user;
means for storing a record of the online session; and
means for transmitting the record to a caller.
- 20 41. The system of claim 40, wherein the means for detecting comprises a remote access server.
42. The system of claim 40, wherein the means for storing a record comprises a database storing a phone number of the user and the time of the end of the online session.

43. The system of claim 40, wherein the means for transmitting comprises an e-mail, a Web site, a facsimile connection, or a direct connection.
44. The system of claim 40, wherein the system is located at an Internet Service Provider (ISP) and the caller is a telemarketer.
45. A system for contacting users, comprising:
- means for calling users;
 - means for storing call details of calls not successfully completed; and
 - means for comparing call details to online session data to identify users targeted for a repeat call.
46. The system of claim 45, wherein the means for comparing comprises a computer adapted to compare phone numbers in the call details to phone numbers in the online session data.
47. The system of claim 46, wherein the computer is further adapted to process the online session data to determine a time interval since an online session ended.
48. The system of claim 45, wherein the online session data includes a phone number and the time of the end of an online session.
49. The system of claim 45, wherein the call details include whether a call was busy or unanswered.
50. The system of claim 47, wherein the computer is further adapted to compare the time interval to a threshold to determine whether a specific user is targeted for a repeat call.
51. A system for identifying users to call, comprising:

a remote access server for determining when an online session has ended;

a memory for storing online session data including data sufficient to identify the time the online session ended; and

5 an output module for sending the online session data to a third party caller.

52. The system of claim 51, wherein the online session data further includes data sufficient to identify a user associated with the online session.

53. The system of claim 52, wherein the data sufficient to identify a user includes a phone number.

10 54. The system of claim 52, wherein the data sufficient to identify a user includes a name.

55. The system of claim 52, wherein the data sufficient to identify a user includes an address.